



ADS ON HOLD TROUBLE SHOOTING GUIDE

1. There is no message being played (silence) when put on hold.

Check the following:

- Check whether the Ads On Hold unit is Powered ON
- Check whether the Music Out cable from the Ads On Hold is connected to your EPABX/KTS
- Insert a standard telephone handset into the handset socket provided on the Ads On Hold. The recorded music / message should be heard through the handset - if not, re-record fresh message or music into the Ads On Hold (Refer User Manual)
- Consult your EPABX/KTS supplier to check programming or connections/jumper settings on your EPABX/KTS is correct

If none of the above rectifies the problem contact your dealer or Synectic for further assistance.

2. There is noise being heard when put on hold.

Check the following:

- Check for loose connections of the music out cable from the Ads On Hold to EPABX/KTS
- Insert a standard telephone handset into the handset socket provided on the Ads On Hold. The default music or message should be heard through the handset. Check if the message/music coming through the handset is free from noise. If OK then contact your EPABX/KTS supplier or contact your dealer for further assistance.